

### Status: Path 1 of [Dialog Information Services via Modem]

### Status: Initializing TCP/IP using (UseTelnetProto 1 ServiceID pto-dialog)  
Trying 31060000009999...Open

DIALOG INFORMATION SERVICES

PLEASE LOGON:

\*\*\*\*\* HHHHHHHH SSSSSSSS?

### Status: Signing onto Dialog

\*\*\*\*\*

ENTER PASSWORD:

\*\*\*\*\* HHHHHHHH SSSSSSSS? \*\*\*\*\*

Welcome to DIALOG

### Status: Connected

Dialog level 02.05.06D

Last logoff: 04jun02 07:29:17

Logon file405 12jun02 08:42:27

\*\*\* ANNOUNCEMENT \*\*\*

\*\*\*

--Important Notice for Japanese KMKNET Users  
KMKNET will be terminated on 5/31/02. Please  
switch to DLGNET. Please refer to the G-Search  
home page at <http://www.g-search.or.jp>  
for more information.

\*\*\*

--SourceOne patents are now delivered to your  
email inbox as PDF replacing TIFF delivery.  
See HELP SOURCE1 for more information.

\*\*\*

--Important news for public and academic  
libraries. See HELP LIBRARY for more information.

\*\*\*

--Important Notice to Freelance Authors--  
See HELP FREELANCE for more information

\*\*\*

For information about the access to file 43 please see Help News43.

\*\*\*

NEW FILES RELEASED

\*\*\*AGROProjects (File 235)

\*\*\*ARCHIVES OF DERMATOLOGY - SUBSCRIBERS (File 787)

\*\*\*ARCHIVES OF GENERAL PSYCHIATRY -SUBSCRIBERS (File 794)

\*\*\*ARCHIVES OF INTERNAL MEDICINE - SUBSCRIBERS (File 795)

\*\*\*ARCHIVES OF NEUROLOGY - SUBSCRIBERS (File 796)

\*\*\*ARCHIVES OF OPHTHALMOLOGY - SUBSCRIBERS (File 797)

\*\*\*ARCHIVES OF OTOLARYNGOLOGY - SUBSCRIBERS (File 798)

\*\*\*ARCHIVES OF PEDIATRIC & ADOLESCENT MEDICINE-  
Subscribers (File 789)

\*\*\*ARCHIVES OF SURGERY - SUBSCRIBERS (File 800)

\*\*\*JAMA - Journal of the American Medical Association -  
Subscribers (File 785)

\*\*\*MIRA (File 81)

\*\*\*TRADEMARKSCAN-Japan (File 669)

\*\*\*

UPDATING RESUMED

\*\*\*Delphes European Business (File 481)

\*\*\*

RELOADED

\*\*\*CLAIMS/US PATENTS (Files 340, 341, 942)

\*\*\*Kompass Western Europe (590)

\*\*\*D&B - Dun's Market Identifiers (516)

REMOVED

\*\*\*Baton Rouge Advocate (File 382)

\*\*\*Washington Post (File 146)

\*\*\*Books in Print (File 470)

\*\*\*Court Filings (File 793)  
\*\*\*Microcomputer Software Guide Online (File 278)  
\*\*\*Publishers, Distributors & Wholesalers of the U.S. (File 450)  
\*\*\*State Tax Today (File 791)  
\*\*\*Tax Notes Today (File 790)  
\*\*\*Worldwide Tax Daily (File 792)

\*\*\*New document supplier\*\*\*

IMED has been changed to INFOTRIE (see HELP OINFOTRI)

>>>Get immediate news with Dialog's First Release news service. First Release updates major newswire databases within 15 minutes of transmission over the wire. First Release provides full Dialog searchability and full-text features. To search First Release files in OneSearch simply BEGIN FIRST for coverage from Dialog's broad spectrum of news wires.

>>> Enter BEGIN HOMEBASE for Dialog Announcements <<<  
>>> of new databases, price changes, etc. <<<

\*\*\*\*

COREFULL is set ON as an alias for 15,9,623,810,275,624,636,621,813,16,160,148,20.  
COREABS is set ON as an alias for 77,35,593,65,2,233,99,473,474,475.  
COREALL is set ON as an alias for COREFULL,COREABS.  
SOFTFULL is set ON as an alias for 278,634,256.  
EUROFULL is set ON as an alias for 348,349.  
JAPOABS is set ON as an alias for 347.  
HEALTHFULL is set ON as an alias for 442,149,43,444.  
HEALTHABS is set ON as an alias for 5,73,151,155,34,434.  
DRUGFULL is set ON as an alias for 455,129,130.  
DRUGABS is set ON as an alias for 74,42.  
INSURANCEFULL is set ON as an alias for 625,637.  
INSURANCEABS is set ON as an alias for 169.  
TRANSPORTFULL is set ON as an alias for 80,637.  
TRANSPORTABS is set ON as an alias for 108,6,63.  
ADVERTISINGFULL is set ON as an alias for 635,570,PAPERSMJ,PAPERSEU.  
INVENTORYABS is set ON as an alias for 8,14,94,6,34,434,7.  
BANKINGFULL is set ON as an alias for 625,268,626,267.  
BANKINGABS is set ON as an alias for 139.  
HEALTHALL is set ON as an alias for COREFULL,COREABS,HEALTHFULL,HEALTHABS.  
INSURANCEALL is set ON as an alias for COREFULL,COREABS,INSURANCEFULL,INSURANCEABS.  
RESERVATIONALL is set ON as an alias for COREFULL, COREABS.  
OPERATIONSALL is set ON as an alias for COREFULL,COREABS,INVENTORYABS.  
TRANSPORTALL is set ON as an alias for COREFULL,COREABS,TRANSPORTFULL,TRANSPORTABS.  
ADVERTISINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGFULL.  
SHOPPINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGALL,47.  
INVENTORYALL is set ON as an alias for COREFULL,COREABS,INVENTORYFULL.  
BANKINGALL is set ON as an alias for COREFULL,COREABS,BANKINGFULL,BANKINGABS.  
PORTFOLIOALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.  
TRADINGALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.  
CREDITALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.  
FUNDSALL is set ON as an alias for COREFULL,COREABS,BANKINGALL,608.

SYSTEM:HOME

Cost is in DialUnits

Menu System II: D2 version 1.7.8 term=ASCII

\*\*\* DIALOG HOMEBASE(SM) Main Menu \*\*\*

#### Information:

1. Announcements (new files, reloads, etc.)
2. Database, Rates, & Command Descriptions
3. Help in Choosing Databases for Your Topic
4. Customer Services (telephone assistance, training, seminars, etc.)
5. Product Descriptions

#### Connections:

6. DIALOG(R) Document Delivery
7. Data Star(R)

/H = Help

/L = Logoff

/NOMENU = Command Mode

Enter an option number to view information or to connect to an online service. Enter a BEGIN command plus a file number to search a database (e.g., B1 for ERIC).

?b corefull,coreabs

12jun02 08:42:38 User242933 Session D96.1  
\$0.00 0.177 DialUnits FileHomeBase  
\$0.00 Estimated cost FileHomeBase  
\$0.04 TELNET  
\$0.04 Estimated cost this search  
\$0.04 Estimated total session cost 0.177 DialUnits

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2002/Jun 11

(c) 2002 ProQuest Info&Learning

**\*File 15: SELECT IMAGE AVAILABILITY FOR PROQUEST FILES**

ENTER 'HELP PROQUEST' FOR MORE

File 9:Business & Industry(R) Jul/1994-2002/Jun 11

(c) 2002 Resp. DB Svcs.

File 623:Business Week 1985-2002/Jun 11

(c) 2002 The McGraw-Hill Companies Inc

File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire

File 275:Gale Group Computer DB(TM) 1983-2002/Jun 11

(c) 2002 The Gale Group

File 624:McGraw-Hill Publications 1985-2002/Jun 12

(c) 2002 McGraw-Hill Co. Inc

File 636:Gale Group Newsletter DB(TM) 1987-2002/Jun 11

(c) 2002 The Gale Group

File 621:Gale Group New Prod. Annou. (R) 1985-2002/Jun 11

(c) 2002 The Gale Group

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

File 16:Gale Group PROMT(R) 1990-2002/Jun 11

(c) 2002 The Gale Group

File 160:Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2002/Jun 12

(c) 2002 The Gale Group

File 20:Dialog Global Reporter 1997-2002/Jun 12

(c) 2002 The Dialog Corp.

File 77:Conference Papers Index 1973-2002/May

(c) 2002 Cambridge Sci Abs

File 35:Dissertation Abs Online 1861-2002/May

(c) 2002 ProQuest Info&Learning

File 593:KOMPASS Central/Eastern Europe 2001/Sep

(c) 2001 KOMPASS Intl.

File 65:Inside Conferences 1993-2002/Jun W2

(c) 2002 BLDSC all rts. reserv.

File 2:INSPEC 1969-2002/Jun W2

(c) 2002 Institution of Electrical Engineers

File 233:Internet & Personal Comp. Abs. 1981-2002/May

(c) 2002 Info. Today Inc.

File 99:Wilson Appl. Sci & Tech Abs 1983-2002/Apr

(c) 2002 The HW Wilson Co.

File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02

(c) 2001 THE NEW YORK TIMES

**\*File 473: This file will not update after March 31, 2001.**

It will remain on Dialog as a closed file.

File 474:New York Times Abs 1969-2002/Jun 11

(c) 2002 The New York Times

File 475:Wall Street Journal Abs 1973-2002/Jun 11

(c) 2002 The New York Times

Set	Items	Description
---	-----	-----
?s (cable and TV) and technician and service and (sale or sales)		
Processing		
Processing		
Processed 10 of 23 files ...		
Processing		
Processing		
Processed 20 of 23 files ...		
Completed processing all files		
	1674569	CABLE
	2075977	TV
	84311	TECHNICIAN
	10946014	SERVICE
	2898869	SALE
	9990574	SALES
S1	676	(CABLE AND TV) AND TECHNICIAN AND SERVICE AND (SALE OR SALES)
?s s1 and (cable (n3) TV) and (service (n3) technician)		
Processing		
Processed 10 of 23 files ...		
Completed processing all files		
	676	S1
	1674569	CABLE
	2075977	TV
	291370	CABLE (3N) TV
	10946014	SERVICE
	84311	TECHNICIAN
	7366	SERVICE (3N) TECHNICIAN
S2	66	S1 AND (CABLE (N3) TV) AND (SERVICE (N3) TECHNICIAN)
?type s2/3,ab/all		
>>>No matching display code(s) found in file(s): 65, 593, 623-624, 810, 813		

*Consider all abstracts*

2/3,AB/1 (Item 1 from file: 15)  
 DIALOG(R)File 15:ABI/Inform(R)  
 (c) 2002 ProQuest Info&Learning. All rts. reserv.

01685148 03-36138  
**Time Warner clears communications jam**  
 Dickey, Sam  
 Midrange Systems v11n12 PP: 14 Aug 17, 1998 ISSN: 1041-8237  
 JRNL CODE: MRS  
 WORD COUNT: 921

ABSTRACT: In mid-1996, Time Warner **Cable** began looking for a system that would alleviate its communications congestion and, if possible, allow technicians direct access to work schedules and customer information stored in the database of Time Warner's AS/400 Model 320. After investigating various options, the company learned of the IBM eNetwork Wireless software solution, then in beta test. Time Warner **Cable** began its full rollout in the first few months of 1997. In the Time Warner **Cable** system, **service** vehicles are equipped with an IBM Thinkpad portable computer and an externally mounted 3-watt CDPD modem. Data communications are via the GTE Mobile Net cellular network through an RS/6000 gateway to the AS/400. Now, technicians on the road use the Thinkpad to access information on the AS/400 database directly, without contacting a dispatcher.

2/3,AB/2 (Item 2 from file: 15)  
 DIALOG(R)File 15:ABI/Inform(R)  
 (c) 2002 ProQuest Info&Learning. All rts. reserv.

01392750 00-43737  
**Crunching the numbers: A review of the 1996 NTCA compensation and benefits survey**  
 Lehner, J Chris  
 Rural Telecommunications v15n6 PP: 46-53 Nov/Dec 1996 ISSN: 0744-2548

JRNL CODE: RTC  
WORD COUNT: 3945

ABSTRACT: NTCA's 1996 Survey of Compensation and Benefits in the Independent Telephone Industry saw little change from 1994's survey in the overall distribution of reporting telcos' full-time employees. The 3 jobs reported most often by survey participants - plant manager, combination **technician**, and installer/repairer - were the same as those heading the list in 1994. As NTCA's 1996 survey attests, defined contribution plans, such as 401(k) savings plans, have mushroomed, gaining more assets than defined benefit plans. Among the telcos offering defined benefit pensions, 77% reported that they typically paid an amount equal to 9% of an employees salary. Among the companies offering life insurance, 95% indicated they accounted for an average of 98% of the cost of the benefit. The survey found that independent telcos offer employer-provided benefits in similar proportion to national trends. Among the companies polled, 92% listed separate programs of annual and sick leave, and that leave increased directly in step with length of **service**.

2/3,AB/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

01320942 99-70338

**A new cure-all?**

Ligos, Melinda Jensen

Successful Meetings v45n11 PP: 44-56 Oct 1996 ISSN: 0148-4052

JRNL CODE: SMM

WORD COUNT: 2459

ABSTRACT: Many companies are using incentives to solve some of the toughest business problems. The problems addressed are too much flab, shoddy customer **service**, lack of quality control, an accident waiting to happen, lackluster creativity, reluctant salespeople, and lack of emphasis on the bottom line. Employee accidents can cost a company a large amount. A US oil and chemical firm hired BI Performance Services to create a safety incentive program. Each plant was given a quarterly incident reduction goal.

2/3,AB/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

00708894 93-58115

**Who's showing what where**

Anonymous

Editor & Publisher v126n20 PP: 12N-56N May 15, 1993 ISSN: 0013-094X

JRNL CODE: EDP

WORD COUNT: 19597

ABSTRACT: A listing of exhibitors, along with product descriptions, is presented for the Newspaper Association of America's Nexpo '93.

2/3,AB/5 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2002 Resp. DB Svcs. All rts. reserv.

03288310

**Journey of a door-to-door operator: John Beck has stitched together Greene personally. (Meet The Operator)**

**(Greene County Cable TV serves 16,000 subscribers in 15 communities)**

Cable World, v 13, n 44, p 20(1)

October 29, 2001

DOCUMENT TYPE: Journal; Company Overview ISSN: 1042-7228 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 814

TEXT:

Wemple, Erik

Executives at big **cable** companies delight in bragging about their vertical integration--how they come up with programming concepts, execute them, transmit them to millions of subscribers and then collect all the monthly checks.

That's the **cable** industry's general model of vertical integration.

Another version can be found in Springfield, Ill. It's called "one-man vertical integration," and its exemplar is John Beck, COO and VP of Greene County **Cable TV**, which serves 16,000 subscribers in 15 communities. Beck started his training in **Cable 101**, which taught him the skills to do what he does now: upgrade small systems, combine them with neighboring systems and build a profitable franchise.

2/3,AB/6 (Item 2 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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03153195

**Time Warner's cable Net service gathers speed**  
(Time Warner, which initiated high-speed Road Runner Internet service in New York, NY, only 18 months ago, is adding 2,000-3,000 customers/wk; discusses Time Warner Cable 's Internet business)

Crain's New York Business, v XVII, n 23, p 29

June 04, 2001

DOCUMENT TYPE: Journal ISSN: 8756-789X (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 683

TEXT:

By: tom fredrickson

Dorothea Schwartz was eager to get high-speed Internet access when a neighbor in Whitestone, Queens, raved about the fast **service** he had gotten from Time Warner **Cable**.

Less than 24 hours after Ms. Schwartz called, the company had dispatched two people to her apartment to hook the **sales** consultant up to its Road Runner high-speed Internet **service**. A computer **technician** even gave her a briefing on using the Web.

'Sometimes you don't get what you expect,' concedes Ms. Schwartz. 'I was very pleased.'

2/3,AB/7 (Item 3 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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03106007

**DSL Debacle**

(US digital subscriber line subscribers may total 17.4 mil in 2004; Covad Communications Group is buying nearly 25,000 DSL subscribers from Flashcom)

Electronic Business, v 27, n 4, p 82+

April 2001

DOCUMENT TYPE: Journal; Industry Overview ISSN: 1097-4881 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 3939

TEXT:

By Russ Arensman

NorthPoint Communications Group Inc., during its 1999 heyday, was rolling out high-speed digital subscriber line (DSL) Internet-access **service** to new cities almost weekly. One of the first companies to build a nationwide network for DSL--which carries data over existing copper phone wires 25 to 150 times faster than conventional dial-up modems--it struck deals during its first two years to provide **service** to customers of Microsoft, Excite@Home, **Cable** & Wireless, Pacific Bell and dozens of other blue chip Internet **service** providers (ISPs). By early 2000, the San Francisco-based DSL wholesaler was flush with cash, having raised more than \$1 billion from a successful IPO and debt issues, and was poised to carry out its ambitious expansion plans across the United States, Canada and Europe.

2/3,AB/8 (Item 4 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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02474467

**BFG TO EXPAND BROADLINE TIRE PRESENCE**

(BFGoodrich Tires division is preparing aggressive marketing program in support of launch of its first broadline range of tires featuring Traction/Advantage trademark)

Rubber & Plastics News, p 16

May 31, 1999

DOCUMENT TYPE: Journal ISSN: 0300-6123 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 588

**ABSTRACT:**

Michelin North America Inc's BFGoodrich Tires division is preparing an aggressive marketing program in support of the launch of its first broadline range of tires featuring the Traction/Advantage trademark. Independent dealers are expected to receive the tires in 8/99. The two lines are called Control T/A M80 and Control T/A M65. Control T/A M80 has a variety of features including: a computer-derived, all-season tread design; an advanced tread compound and new mold profile; straight uninterrupted walls on the center groove; computer-phased tread elements; steel belts and polyester carcass piles; and an 80,000 mile warranty. Control T/A M65's features include: a 65,000 mile warranty; advanced tread design; and small chevron-shaped tread blocks. The marketing campaign will include: a mass-market TV campaign; dealer co-op funding, a launch kit and cash incentives within the first 60 days; targeting the tires at a group called "extrinsics," or active people; a competitive price; and the BFGoodrich Take Control Roadside Assistance Program.

2/3,AB/9 (Item 5 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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02467489

**BFG recommits to broadline tire market**

(Michelin's BFGoodrich introduced all-season radials with the T/A trademark; younger, active, brand-conscious consumers are 60% of replacement tire purchasers)

Tire Business, p 13

May 24, 1999

DOCUMENT TYPE: Journal ISSN: 0746-9070 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 556

**ABSTRACT:**

Michelin's BFGoodrich introduced all-season radials with the T/A trademark, the first time the Traction/Advantage symbol will be used on a broadline

tire. According to marketing manager, David Jones, younger, active, brand-conscious consumers referred to as extrinsics are 60% of replacement tire purchasers. The group purchases some 65 mil broadline tires/yr for an estimated \$3.5 bil. A marketing campaign to support the product will include television, print, and point-of-sale advertising. The full text contains additional detail.

2/3,AB/10 (Item 6 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2002 Resp. DB Svcs. All rts. reserv.

02327704

**Bellcore Tries Wireless Dispatch**  
(Bell Communications Research and Information Mechanics affiliation results in automated dispatch system based on handheld device markup language)

Wireless Week, p 30

December 14, 1998

DOCUMENT TYPE: Journal ISSN: 1085-0473 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 439

2/3,AB/11 (Item 1 from file: 810)  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0723885 BW1493

**GTE CALIFORNIA: GTE's Business Keeps Getting Better: 1,200 Employees Already Hired, 600 More New Hires Planned for 1997; Job Fair Slated July 19 at Oxnard Customer Center**

July 15, 1997

Byline: Business Editors

2/3,AB/12 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

02494719 SUPPLIER NUMBER: 73121887 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**DSL DEBACLE.(Industry Trend or Event)**

Arensman, Russ

Electronic Business, 27, 4, 82

April, 2001

ISSN: 1097-4881 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 4500 LINE COUNT: 00368

**ABSTRACT:** Though demand for DSL service has never been stronger, independent DSL providers such as NorthPoint Communications are going out of business at a rapid rate. An analysis of such data competitive local exchange carriers (DLECs) including the biggest operators, NorthPoint, Covad Communication Group, Englewood and Rhythms NetConnections, comparison with RBOCs and strategies for survival are provided.

2/3,AB/13 (Item 2 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

02215283 SUPPLIER NUMBER: 21104308 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Time Warner Clears Communications Jam.(Time Warner Cable ) (Product Information)**

Dickey, Sam

MIDRANGE Systems, v11, n12, p14(1)

August 17, 1998

ISSN: 1041-8237 LANGUAGE: English RECORD TYPE: Fulltext



WORD COUNT: 955 LINE COUNT: 00076

2/3,AB/14 (Item 3 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

02172397 SUPPLIER NUMBER: 20496549 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Good techs are made, not born. (REN School of Telecommunications offers technical training courses) (Company Business and Marketing) (Editorial)**  
Jainschigg, John  
Teleconnect, v16, n4, p12(2)  
April, 1998  
DOCUMENT TYPE: Editorial ISSN: 0740-9354 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 1171 LINE COUNT: 00096

2/3,AB/15 (Item 1 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2002 The Gale Group. All rts. reserv.

04997286 Supplier Number: 75023310  
**Think About That For A Minute. (Brief Article) (Column)**  
CableFAX, v12, n101, pNA  
May 24, 2001  
Language: English Record Type: Fulltext  
Article Type: Brief Article Column  
Document Type: Newsletter; Trade  
Word Count: 608

2/3,AB/16 (Item 2 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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04433936 Supplier Number: 55779701  
**FIELDCENTRIX SELECTS BELLSOUTH INTELLIGENT WIRELESS NETWORK.**  
RBOC Update, v10, n10, pNA  
Oct, 1999  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 645

2/3,AB/17 (Item 3 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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03291806 Supplier Number: 46761718  
**Bundling's Back-End**  
Telemedia News & Views, v4, n10, pN/A  
Oct 1, 1996  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 2325

2/3,AB/18 (Item 1 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod. Annou. (R)  
(c) 2002 The Gale Group. All rts. reserv.

03183066 Supplier Number: 86187493  
**Charter Selects Ceon to Manage and Deliver Broadband Activation and Provisioning Operating System.**  
Business Wire, p0001  
May 23, 2002  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade

Word Count: 710

2/3,AB/19 (Item 2 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2002 The Gale Group. All rts. reserv.

03173943 Supplier Number: 85495273  
**Charter Selects Ceon to Manage and Deliver Broadband Activation and Provisioning Operating System.**  
Business Wire, p2045  
May 6, 2002  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 711

2/3,AB/20 (Item 3 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2002 The Gale Group. All rts. reserv.

03162035 Supplier Number: 84644955  
**Another Time Warner Cable Division Selects PointServe Solution.**  
Business Wire, p0244  
April 10, 2002  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 431

2/3,AB/21 (Item 4 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2002 The Gale Group. All rts. reserv.

02856149 Supplier Number: 73070032  
**Steve Young Teams Up With FutureSmart Networks to Promote Benefits of Residential Broadband; Former NFL Star to Appear at PCBC 2001 Home Building Convention in July.**  
Business Wire, p0283  
April 11, 2001  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 605

2/3,AB/22 (Item 5 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2002 The Gale Group. All rts. reserv.

02804541 Supplier Number: 70368136  
**Thalamus Provides New Energy Service .**  
Business Wire, p0561  
Feb 12, 2001  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 292

2/3,AB/23 (Item 6 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2002 The Gale Group. All rts. reserv.

02154770 Supplier Number: 55542778  
**FieldCentrix Selects BellSouth's Intelligent Wireless Network to Bring Wireless Data Solution to Field Service Companies.**  
Business Wire, p0196  
August 24, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade

Word Count: 647

2/3,AB/24 (Item 7 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2002 The Gale Group. All rts. reserv.

01131679 Supplier Number: 41105606  
**WHIRLPOOL CORPORATION MERGES SERVICE AND PARTS BUSINESSES TO FORM NEW  
CONSUMER SERVICES BUSINESS UNIT**  
News Release, p1  
Jan 8, 1990  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 825

2/3,AB/25 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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09789180 Supplier Number: 86187493  
**Charter Selects Ceon to Manage and Deliver Broadband Activation and  
Provisioning Operating System.**  
Business Wire, p0001  
May 23, 2002  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 710

2/3,AB/26 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

09759237 Supplier Number: 85495273  
**Charter Selects Ceon to Manage and Deliver Broadband Activation and  
Provisioning Operating System.**  
Business Wire, p2045  
May 6, 2002  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 711

2/3,AB/27 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

09703437 Supplier Number: 84644955  
**Another Time Warner Cable Division Selects PointServe Solution.**  
Business Wire, p0244  
April 10, 2002  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 431

2/3,AB/28 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

09171605 Supplier Number: 80009932  
**Journey of a door-to-door operator: John Beck has stitched together Greene  
County Cable TV in Illinois by pitching good service and delivering  
it personally. (Meet The Operator).**  
Wemple, Erik  
Cable World, v13, n44, p20(1)  
Oct 29, 2001

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 846

**2/3,AB/29 (Item 5 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

08861914 Supplier Number: 76959953  
**New York, New York. (Hybrid Films tries to raise money) (Brief Article)**  
DeNitto, Edited By Emily  
Crain's New York Business, v17, p6  
July 30, 2001  
Language: English Record Type: Fulltext  
Article Type: Brief Article  
Document Type: Magazine/Journal; Trade  
Word Count: 877

**2/3,AB/30 (Item 6 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

08707039 Supplier Number: 75405670  
**Time Warner's cable Net service gathers speed; Road Runner sets pace; fewer bugs. (Brief Article) (Statistical Data Included)**  
Fredrickson, Tom  
Crain's New York Business, v17, p29  
June 4, 2001  
Language: English Record Type: Fulltext  
Article Type: Brief Article; Statistical Data Included  
Document Type: Magazine/Journal; Trade  
Word Count: 754

**2/3,AB/31 (Item 7 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

08677104 Supplier Number: 75023310  
**Think About That For A Minute. (Brief Article) (Column)**  
CableFAX, v12, n101, pNA  
May 24, 2001  
Language: English Record Type: Fulltext  
Article Type: Brief Article; Column  
Document Type: Newsletter; Trade  
Word Count: 608

**2/3,AB/32 (Item 8 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

08515553 Supplier Number: 73121887  
**DSL DEBACLE. (Industry Trend or Event)**  
Arensman, Russ  
Electronic Business, v27, n4, p82  
April, 2001  
Language: English Record Type: Fulltext Abstract  
Document Type: Magazine/Journal; Trade  
Word Count: 4500

**ABSTRACT:**

Though demand for DSL service has never been stronger, independent DSL providers such as NorthPoint Communications are going out of business at a rapid rate. An analysis of such data competitive local exchange carriers (DCECs) including the biggest operators, NorthPoint, Covad Communications Group, Englewood and Rhythms NetConnections, comparison with RBOCs and

strategies for survival are provided.

2/3,AB/33 (Item 9 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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08508293 Supplier Number: 73070032  
**Steve Young Teams Up With FutureSmart Networks to Promote Benefits of Residential Broadband; Former NFL Star to Appear at PCBC 2001 Home Building Convention in July.**  
Business Wire, p0283  
April 11, 2001  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 605

2/3,AB/34 (Item 10 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

08322936 Supplier Number: 70368136  
**Thalamus Provides New Energy Service .**  
Business Wire, p0561  
Feb 12, 2001  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 292

2/3,AB/35 (Item 11 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

08295173 Supplier Number: 66563898  
**Big Blue Is Cable -Ready.**  
APPLEBAUM, SIMON  
Cablevision, v24, n18, p44  
April 10, 2000  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 688

2/3,AB/36 (Item 12 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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>>>Accession number 6613537 is unavailable

2/3,AB/37 (Item 13 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

06585840 Supplier Number: 55542778  
**FieldCentrix Selects BellSouth's Intelligent Wireless Network to Bring Wireless Data Solution to Field Service Companies.**  
Business Wire, p0196  
August 24, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 647

2/3,AB/38 (Item 14 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

06392338 Supplier Number: 54811048  
**Techno-Marketing Has Its Day.**  
KUHL, CRAIG  
Multichannel News, v20, n23, p4  
May 31, 1999  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 2375

**2/3,AB/39 (Item 15 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06384992 Supplier Number: 54786450  
**BFG TO EXPAND BROADLINE TIRE PRESENCE.(Product Announcement)**  
McNulty, Mike  
Rubber & Plastics News, p16  
May 31, 1999  
Language: English Record Type: Fulltext  
Article Type: Product Announcement  
Document Type: Magazine/Journal; Trade  
Word Count: 593

**2/3,AB/40 (Item 16 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05795690 Supplier Number: 50286651  
**Time Warner Clears Communications Jam**  
Dickey, Sam  
MIDRANGE Systems, v11, n12, p14  
August 17, 1998  
Language: English Record Type: Fulltext  
Article Type: Article  
Document Type: Magazine/Journal; Trade  
Word Count: 912

**2/3,AB/41 (Item 17 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

04598231 Supplier Number: 46761718  
**Bundling's Back-End**  
Telemedia News & Views, v4, n10, pN/A  
Oct 1, 1996  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 2325

**2/3,AB/42 (Item 18 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

01011682 Supplier Number: 41105606  
**WHIRLPOOL CORPORATION MERGES SERVICE AND PARTS BUSINESSES TO FORM NEW  
CONSUMER SERVICES BUSINESS UNIT**  
News Release, p1  
Jan 8, 1990  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 825

**2/3,AB/43 (Item 1 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2002 The Gale Group. All rts. reserv.

13311589 SUPPLIER NUMBER: 73121887 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**DSL DEBACLE. (Industry Trend or Event)**  
Arensman, Russ  
Electronic Business, 27, 4, 82  
April, 2001  
ISSN: 1097-4881 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 4500 LINE COUNT: 00368

ABSTRACT: Though demand for DSL **service** has never been stronger, independent DSL providers such as NorthPoint Communications are going out of business at a rapid rate. An analysis of such data competitive local exchange carriers (DCLECs) including the biggest operators, NorthPoint, Covad Communication Group, Englewood and Rhythms NetConnections, comparison with RBOCs and strategies for survival are provided.

**2/3,AB/44 (Item 2 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

13301873 SUPPLIER NUMBER: 73070032 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Steve Young Teams Up With FutureSmart Networks to Promote Benefits of Residential Broadband; Former NFL Star to Appear at PCBC 2001 Home Building Convention in July.**  
Business Wire, 0283  
April 11, 2001  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 605 LINE COUNT: 00053

**2/3,AB/45 (Item 3 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

13093712 SUPPLIER NUMBER: 70368136 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Thalamus Provides New Energy Service .**  
Business Wire, 0561  
Feb 12, 2001  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 292 LINE COUNT: 00030

**2/3,AB/46 (Item 4 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

11449046 SUPPLIER NUMBER: 56949102 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Training on the tube. (auto dealership)**  
McDonald, Maureen  
Ward's Dealer Business, 34, 1, 35(3)  
Sept, 1999  
ISSN: 1086-1629 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1998 LINE COUNT: 00162

**2/3,AB/47 (Item 5 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

11289259 SUPPLIER NUMBER: 55542778 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**FieldCentrix Selects BellSouth's Intelligent Wireless Network to Bring Wireless Data Solution to Field Service Companies.**  
Business Wire, 0196  
August 24, 1999  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 682 LINE COUNT: 00067

2/3,AB/48 (Item 6 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

11101324 SUPPLIER NUMBER: 54811048 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Techno-Marketing Has Its Day.**  
KUHL, CRAIG  
Multichannel News, 20, 23, 4  
May 31, 1999  
ISSN: 0276-8593 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 2542 LINE COUNT: 00216

2/3,AB/49 (Item 7 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

08116790 SUPPLIER NUMBER: 17364867 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**See the light. (use of optoelectronics technology in appliances)**  
Dzierwa, Richard  
Appliance, v52, n8, p26(4)  
August, 1995  
ISSN: 0003-6781 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 2399 LINE COUNT: 00203

2/3,AB/50 (Item 8 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

07813447 SUPPLIER NUMBER: 17016424 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Accelerated Europe. (1995 Domotechnica trade show)**  
Somheil, Timothy  
Appliance, v52, n4, p50(7)  
April, 1995  
ISSN: 0003-6781 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 6211 LINE COUNT: 00486

2/3,AB/51 (Item 9 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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05885903 SUPPLIER NUMBER: 12244740 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Two-year-old quality program pays off for Indiana contractor. (Sylvester Corp.)**  
Clepper, Irene  
Air Conditioning, Heating & Refrigeration News, v186, n5, p8(1)  
June 1, 1992  
ISSN: 0002-2276 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1239 LINE COUNT: 00096

ABSTRACT: Sylvester Corp initiated a quality control program in 1989 that cut costs, increased profits and boosted total sales by 25%. A customer service representative position was added to determine client satisfaction and to sell service contracts. An incentive program was started in Jan 1990, which allowed employees to earn extra money by selling service contracts and by finding customers who may want new equipment. A service technician evaluation program was also initiated.

2/3,AB/52 (Item 10 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

05190881 SUPPLIER NUMBER: 10892959 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The impact of hot weather: early heat wave solves many contractors' problems.**



Air Conditioning, Heating & Refrigeration News, v183, n7, p22(1)  
June 17, 1991  
ISSN: 0002-2276      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 1273      LINE COUNT: 00097

2/3,AB/53      (Item 11 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

04882308      SUPPLIER NUMBER: 09213340      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Empowerment: giving CSRs instant decision-making authority can be the key to subscriber retention. ( cable television customer service representatives) (includes related articles on training customer service representatives)**  
Holm-Hansen, Vibeke; Buffalo, Connie  
Cable Television Business, v27, n23, p37(3)  
Dec 1, 1990  
ISSN: 0745-2802      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 1777      LINE COUNT: 00141

2/3,AB/54      (Item 12 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

04562605      SUPPLIER NUMBER: 08969513      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Working for cable today. ( cable television industry personnel management)**  
Moozakis, Chuck  
Cable Television Business, v27, n8, p22(4)  
April 15, 1990  
ISSN: 0745-2802      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 1151      LINE COUNT: 00093

2/3,AB/55      (Item 13 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

02333664      SUPPLIER NUMBER: 03823258      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**From franchise to programming: jobs in cable television.**  
Stanton, Michael  
Occupational Outlook Quarterly, v29, p26(7)  
Summ, 1985  
CODEN: OOQUA      ISSN: 0199-4786      LANGUAGE: ENGLISH      RECORD TYPE:  
FULLTEXT  
WORD COUNT: 3095      LINE COUNT: 00259

2/3,AB/56      (Item 14 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

02032809      SUPPLIER NUMBER: 03187007      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The economy in 1995.**  
Occupational Outlook Quarterly, v28, p26(5)  
Spring, 1984  
CODEN: OOQUA      ISSN: 0199-4786      LANGUAGE: ENGLISH      RECORD TYPE:  
FULLTEXT  
WORD COUNT: 2180      LINE COUNT: 00185

2/3,AB/57      (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

18169660  
New York, New York

edited Emily DeNitto  
CRAIN'S NEW YORK BUSINESS, p6  
July 30, 2001  
JOURNAL CODE: WCNY LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 838

**EDITORS CAUGHT ON CAMERA**

Bob Guccione Jr.'s Gear could be taking its quirky mix of sexy cover models and investigative journalism to the small screen. Hybrid Films, producer of Court TV's hit reality show Brooklyn North, hopes to raise enough cash to begin shooting a docudrama series on the magazine in the next few months.

2/3,AB/58 (Item 2 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

17134373

**Time Warner's cable Net service gathers speed**

tom fredrickson

CRAIN'S NEW YORK BUSINESS, p29

June 04, 2001

JOURNAL CODE: WCNY LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 705

Dorothea Schwartz was eager to get high-speed Internet access when a neighbor in Whitestone, Queens, raved about the fast **service** he had gotten from Time Warner **Cable**.

Less than 24 hours after Ms. Schwartz called, the company had dispatched two people to her apartment to hook the **sales** consultant up to its Road Runner high-speed Internet **service**. A computer **technician** even gave her a briefing on using the Web.

2/3,AB/59 (Item 3 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

16124716

**Steve Young Teams Up With FutureSmart Networks to Promote Benefits of Residential Broadband; Former NFL Star to Appear at PCBC 2001 Home Building Convention in July**

BUSINESS WIRE

April 11, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 575

MURRAY, Utah--(BUSINESS WIRE)--April 11, 2001--FutureSmart Networks Wednesday announced an agreement with Steve Young, former NFL quarterback for the San Francisco 49ers, to jointly promote the advancement of home networking technology.

Young will appear in a FutureSmart-sponsored educational video for public television, explaining home network benefits such as shared Internet access, home entertainment, and security. Young will also make personal appearances at FutureSmart events to promote home networking.

2/3,AB/60 (Item 4 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

15116605

**Thalamus Provides New Energy Service**

BUSINESS WIRE

February 12, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 316

STOCKHOLM, Sweden--(BUSINESS WIRE)--Feb. 12, 2001--Thalamus Energyservice makes it possible to monitor control and communications systems from any computer connected to the Internet.

Two satisfied customers - ABB Contracting in Helsingborg and Helsingborgs Automatikkontroll - have already experienced the advantages the service gives.

2/3,AB/61 (Item 5 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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13529734

**Sunrise Telecom Incorporated Announces ADSL-Over-ISDN Advancement for SunSet xDSL Product Line**

BUSINESS WIRE

October 29, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 573

SAN JOSE, Calif.--(BUSINESS WIRE)--Oct. 30, 2000--  
Plug-In Module Created to Accommodate Heavy ISDN

2/3,AB/62 (Item 6 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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07938469

**The Miami Herald Business License Column**

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (MIAMI HERALD - FLORIDA)

October 25, 1999

JOURNAL CODE: KMHR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1459

COCONUT CREEK  
Artmeisters, sales office, 3650 NW 71st St.

2/3,AB/63 (Item 7 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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06872736

**FieldCentrix Selects BellSouth's Intelligent Wireless Network to Bring Wireless Data Solution to Field Service Companies**

BUSINESS WIRE

August 24, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 771

IRVINE, Calif.--(BUSINESS WIRE)--Aug. 24, 1999--FieldCentrix(TM), a leading provider of mobile and Internet software solutions for field service companies, has selected BellSouth Wireless Data as one of the wireless network providers for FieldCentrix Enterprise, a complete wireless information solution for field service companies based on handheld PCs (HPCs) running the Microsoft(R) Windows(R) CE operating system.

FieldCentrix Enterprise uses the core technology of the nationwide BellSouth Intelligent Wireless Network(SM) to transmit information between field technicians and the home office.

2/3,AB/64 (Item 8 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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06324548

**Atlantic deeper in the red**  
JOHN SHERROCKS

ABERDEEN PRESS & JOURNAL (UK) , Aberdeen Press and Journal (NO) ed, p15  
July 16, 1999  
JOURNAL CODE: FABP LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 319

ABERDEEN-based Atlantic Telecom, which is looking to raise further funding, yesterday reported an increase in its annual operating loss to Pounds 15.8million from Pounds 8.9million.

The telecommunications and cable TV group's operating costs rose from Pounds 20.3million to Pounds 30.8million during the 12 months ended March 31.

2/3,AB/65 (Item 9 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

05544781  
**Philadelphia Cable Company Founder Has Mixed Feelings About Sale to AT&T**  
Patricia Horn  
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS ( PHILADELPHIA INQUIRER - PENNSYLVANIA)  
May 30, 1999  
JOURNAL CODE: KPIN LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 1793

Becoming a billionaire can be bittersweet.

That's the story of H.F. "Gerry" Lenfest, who with his grown children just sold Suburban Cable, the cable company he built over 25 years, to AT&T for \$2.2 billion.

2/3,AB/66 (Item 10 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

04845228  
**Lack of Workers Plagues San Jose, Calif.-Area Telecom Companies**  
Deborah Kong  
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS ( SAN JOSE MERCURY NEWS - CALIFORNIA)  
April 02, 1999  
JOURNAL CODE: KSJM LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 1280

It was starting to get dark when John Gomez, dressed in olive-green Dockers and a navy blue button-down shirt emblazoned with a Pacific Bell Data Communication Specialist logo, arrived to check the dead high-speed Internet connection.

It was his tenth hour on the job. It would be another two and a half hours before he drove his truck back to San Jose and headed home to his wife and one-year-old son.

?type s2/9/63

2/9/63 (Item 7 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.

06872736 (THIS IS THE FULLTEXT)  
**FieldCentrix Selects BellSouth's Intelligent Wireless Network to Bring Wireless Data Solution to Field Service Companies**  
BUSINESS WIRE  
August 24, 1999  
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 771

IRVINE, Calif.--(BUSINESS WIRE)--Aug. 24, 1999--FieldCentrix(TM), a leading provider of mobile and Internet software solutions for field

**service** companies, has selected BellSouth Wireless Data as one of the wireless network providers for FieldCentrix Enterprise, a complete wireless information solution for field **service** companies based on handheld PCs (HPCs) running the Microsoft(R) Windows(R) CE operating system.

FieldCentrix Enterprise uses the core technology of the nationwide BellSouth Intelligent Wireless Network(SM) to transmit information between field technicians and the home office.

FieldCentrix Enterprise provides the world's first standardized software for Internet-based wireless interaction with field technicians. The solution is now commercially available through FieldCentrix.

"FieldCentrix is leading the way in bringing the profit-producing and productivity-enhancing advantages of mobile wireless data communications to field **service** companies," said Janet Boudris, senior vice president, strategic marketing, BellSouth Wireless Data.

"Combined with the high reliability and seamless coverage of the nationwide BellSouth Intelligent Wireless Network, FieldCentrix Enterprise software is a powerful solution that enables field **service** companies to achieve new levels of efficiency and productivity."

"With BellSouth Wireless Data in place as one of our wireless network providers, we offer field **service** companies an affordable and effective mobile information system backed by the robust communications capabilities of the BellSouth Intelligent Wireless Network," said Judy Johnson, senior vice president of marketing at FieldCentrix.

"Our typical client estimates that they realize a return on investment within six to nine months of implementing a FieldCentrix solution."

The FieldCentrix Enterprise software solution consists of FX Mobile(TM), installed on individual HPCs running the Microsoft Windows CE operating system; and FX **Service** Center(TM), which runs on a Microsoft Windows NT(TM) server.

The FieldCentrix Enterprise system uses BellSouth's Intelligent Wireless Network to provide prompt database access, allowing updates by field technicians and home offices. For example, the FieldCentrix Enterprise solution enables a commercial air conditioning company's field technicians and PC-based dispatchers to frequently update work order status, customer histories and **technician** availability.

Field **service** technicians can obtain customer signatures and display **service** actions right from their HPC. By automating the **technician**'s workflow, a new level of consistent, quality **service** can be provided.

The BellSouth Intelligent Wireless Network is standards-based, and in addition to its core technology, offers connections with complementary networks and several host connectivity options.

Based on the de facto international standard for wireless data communications, the core of the BellSouth Intelligent Wireless Network provides extensive and seamless coverage nationwide, high reliability, low latency, industry-leading battery saving protocols and other key features.

#### About FieldCentrix

FieldCentrix is a leading Microsoft Windows CE developer and Microsoft Solutions Provider based in Irvine. The company's software solutions address the problems associated with the costly maintenance and repair processes for mobile technicians, **service** companies and manufacturers throughout the United States.

For more information on FieldCentrix and FieldCentrix Enterprise, call 888/552-0101, e-mail **sales** @fieldcentrix.com or visit the company's Web site at [www.fieldcentrix.com](http://www.fieldcentrix.com).

#### About BellSouth Wireless Data

BellSouth Wireless Data L.P., with headquarters in Woodbridge, N.J., is an expert in providing proven wireless data communications solutions that eliminate the barriers between critical information and mobile users.

The company, a winner of the prestigious Sears Innovation Source of the Year and Partners in Progress awards, delivers a competitive advantage and increases personal productivity for aggressive, innovative companies and individuals leveraging communications technologies to meet their strategic goals.

BellSouth Wireless Data operates its wireless data **service** throughout the United States, covering more than 93 percent of the urban business population located in 492 Metropolitan Statistical Areas (MSAs) and non-MSAs with a total population of 200 million people.

BellSouth Wireless Data is a subsidiary of BellSouth Corp. BellSouth provides telecommunications, wireless communications, **cable** and digital